



Smart Management Support



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CASE STUDY TOOLKIT TASTER

CONTENTS

Making the case
Case selection
Case preparation
Whom to invite
Event flyer
Facilitating the discussion
How to use the results

Case studies are a great way to explore the patient pathway as it is actually experienced and to compare it with your aspirations.

By involving a wide range of staff in the discussions it is possible to go beyond the obvious medical situation and to start to find practical solutions which consider how the patient lives with their condition.

BENEFITS OF CASE STUDY TOOLKIT

If you want to reduce your expenditure on emergency admissions, case studies are a great way to do it. They can also be useful for any patient situation but especially where primary and secondary care overlap.

With this format it is easy to see where the gaps are and what could have been done differently. Even clinicians, bored at the whole idea of looking at hospital activity data, will become engaged in discussions about people they actually know.

The full version of the toolkit is available with the Silver or Gold Membership. Go to MEMBERS on the main menu.

Have you looked at your top 30 most expensive patients and concluded that there is nothing you could do differently?

Consider looking at them objectively and discuss all aspects of their pathway. There is always something which can be improved or commissioning issues which become obvious.

This is a shortened version of a case study. What issues does it raise?

Date Time	Event	Condition	Treatment	Outcome	Cost
09/11/06	GP consultation	New abscess		Script	£ 10.00
04/12/06	Telephone triage (PN)	Wanted same day appt.		Registrar agreed to come in early on 5th to see her	£ 2.00
4/12/06	Self referral to A&E @ 7 p.m.	Foreign body in thigh	None	Admission	£ 54.00
04/12/06	Emergency short stay	Hidradenitis suppurativa	1 day stay	Discharged	£ 488.00
05/12/06	GP consultation	Abscess	Discussed long-term Mx	Change of Rx	£ 10.00
08/12/06	GP consultation			Change of Rx	£ 10.00
08/01/07	PN consultation			DNA	£ 5.00
07/03/07	Self referral to A&E	Unclassified breast condition	None	Admission	£ 54.00
07/03/07	Emergency short stay	Inflamed breast	Cat 2 procedure w/o cc	Discharged after 0 days stay	£ 1,105.00
09/03/07	1st OP appt after emergency		Unknown	Unknown	£ 155.00
9/3/07 to 12/3/07	Daily DN visits	Infected wound	Daily dressings	Discharged to PN care	£ 40.00